

Job Opportunity

Commission on Teacher Credentialing



An Equal Opportunity Employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, gender, disability, religious or political affiliation, age, sexual orientation, or veteran status..

ASSOCIATE GOVERNMENTAL PROGRAM ANALYST

Salary:	\$4,400 - \$5,348	Work Hours:	Between core hours of 8:00 a.m. – 5:00 p.m.
Tenure/Timebase:	Permanent/Fulltime	Final Filing Date:	May 1, 2008 May 6, 2008
Contact:	Brenda Cunningham (916) 327-5285 bcunningham@ctc.ca.gov	Office/Location:	Commission on Teacher Credentialing Certification, Assignment & Waivers Division 1900 Capitol Ave., Sacramento, CA 95811-4213

DUTIES:

Under the supervision of the Training Officer II in the CAW Division, the Associate Governmental Program Analyst (AGPA) will regularly perform the following duties:

Subject Matter Expert - Review and provide input on unit procedures; revise manuals as required, and develop production enhancements for the Credential Automation System Enterprise as a result of implementation plans and/or work processes.

In a team or individually, assist in developing/maintaining electronic internal training materials/references and conduct training sessions scheduled for staff and stakeholders, workshops and conferences. Analyze and make recommendations to revise materials, department publications, leaflets, case notes, etc. necessary for incorporation into training classes to ensure that participants have a good understanding of these tools, resources, processes and procedures. Work cooperative with trainers, staff, and management on all training issues. Attend training meetings, review, and provide input to Staff Services Manager I on staff/trainees regarding training quality, participation and ability. Act as back-up to AGPA Trainer as needed.

Communications - Respond to the most complex credential questions via phone calls, e-mail and written correspondence. Prepare and/or write a variety of documents including coded correspondence, credential information alerts, and reports. Prepare letters for management and/or Director's signature.

Credential Processing - Review, analyze, evaluate and either grant or reject all applications for public school credentials and permits, including appeals (RGA20, second RGA10's and third or more RGA 07), assignment, waivers and VOC. The majority of the work consists of the most difficult and complex applications, including those sensitive in nature.

Distribution of work - Assign and monitor staff's workload consisting of credential applications (electronic and paper), phone calls and emails. Answer the most complex questions of staff. Prepare and revise phone schedules. Maintain the interactive voice response system and monitor phone services.

DESIRABLE QUALIFICATIONS:

- Knowledge of credentialing requirements and processes
- Demonstrated ability to be punctual and have good attendance
- Excellent interpersonal, organizational, analytical, research, and communication skills (both oral and written)
- Dependable with good work habits and the ability to follow oral and written directions
- Ability to learn detailed information quickly
- Ability to work independently with minimal supervision and in a team environment
- Ability to effectively use and quickly learn computer software programs

CONDITIONS OF EMPLOYMENT: Fingerprint Clearance is required.

WHO MAY APPLY:

Current CTC employees who possess the desirable qualifications listed above, and are currently at the above classification, or who have list or transfer eligibility to the above class may apply. Appointment is subject to the State restriction of Appointment (SROA).

IMPORTANT NOTE:

Interested applicants must submit a State Application form, STD 678, Attention: Brenda Cunningham. All applicants must clearly indicate the basis of their eligibility (*i.e., SROA, transfer, list eligibility*) and include RPA No. 08-128. Applications will be screened and only the most qualified applicants will be invited for an interview.